

Enterprise Incident Report October 2012

As of 11/1/2012

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
AGRC	Application Services	Ken Ainge	1 0	1 0
		Martin Gonzalez	1 1	1 1
		Assigned to Individual Total	2 1	2 1
	Capitol Desktop Support	Brian Bintz	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Capitol Hosting	Matt Dunlap	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Vicky Marrelli	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Network Operations	Michael Ostrander	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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			Low	FCR Total
AGRC	Rural South Desktop Support	Joel Finlinson	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Voice Operations	Leon Owen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		10 3	10 3
	Customer Company Total			10 3

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
AGRC	Application Services	Ken Ainge	1 0	1 0
		Martin Gonzalez	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Capitol Desktop Support	Brian Bintz	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Capitol Hosting	Matt Dunlap	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Network Operations	Michael Ostrander	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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			Low	MIR Total
AGRC	Rural South Desktop Support	Joel Finlinson	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Leon Owen	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		100	100
Customer Company Total			100	100

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
AGRC	Application Services	Ken Ainge	1 0.15	1 0.15
		Martin Gonzalez	1 0.00	1 0.00
		Assigned to Individual Total	2 0.07	2 0.07
	Capitol Desktop Support	Brian Bintz	3 0.23	3 0.23
		Assigned to Individual Total	3 0.23	3 0.23
	Capitol Hosting	Matt Dunlap	1 0.12	1 0.12
		Assigned to Individual Total	1 0.12	1 0.12
	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Network Operations	Michael Ostrander	1 0.04	1 0.04
		Assigned to Individual Total	1 0.04	1 0.04

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			Low	ATTIR Total
AGRC	Rural South Desktop Support	Joel Finlinson	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Voice Operations	Leon Owen	1 0.47	1 0.47
		Assigned to Individual Total	1 0.47	1 0.47
	Assigned Group Total		10 0.15	10 0.15
Customer Company Total			10 0.15	10 0.15

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
AGRC	Application Services	Ken Ainge	1 0	1 0
		Martin Gonzalez	1 1	1 1
		Assigned to Individual Total	2 1	2 1
	Capitol Desktop Support	Brian Bintz	3 1	3 1
		Assigned to Individual Total	3 1	3 1
	Capitol Hosting	Matt Dunlap	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Network Operations	Michael Ostrander	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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			Low	MR Total
AGRC	Rural South Desktop Support	Joel Finlinson	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Leon Owen	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		103	103
Customer Company Total			103	103

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
AGRC	Application Services	Ken Ainge	1 0.57	1 0.57
		Martin Gonzalez	1 6.85	1 6.85
		Assigned to Individual Total	2 3.71	2 3.71
	Capitol Desktop Support	Brian Bintz	3 2.82	3 2.82
		Assigned to Individual Total	3 2.82	3 2.82
	Capitol Hosting	Matt Dunlap	1 41.23	1 41.23
		Assigned to Individual Total	1 41.23	1 41.23
	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Network Operations	Michael Ostrander	1 3.22	1 3.22
		Assigned to Individual Total	1 3.22	1 3.22

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			Low	ATTR Total
AGRC	Rural South Desktop Support	Joel Finlinson	1	1
		Assigned to Individual Total	1	1
	Voice Operations	Leon Owen	1 0.88	1 0.88
		Assigned to Individual Total	1 0.88	1 0.88
	Assigned Group Total		10 6.80	10 6.80
Customer Company Total			10 6.80	10 6.80

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Detail

INC000000566700	Michael Foulger	Telecom	None	Telephone		TIR Missed: No	0.47
	Voice Operations	Leon Owen	AGRC	Low	Closed	TTR Missed: No	0.88
INC000000585944	Sean Fernandez	Network	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	AGRC	Low	Closed	TTR Missed: No	
INC000000587086	Rick Kelson	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.35
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	1.87
INC000000587438	Mike Heagin	Network	Error	None		TIR Missed: No	0.24
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	0.24
INC000000587970	Reza Sarijlou	PC/Laptop	None	None		TIR Missed: No	0.12
	Capitol Hosting	Matt Dunlap	AGRC	Low	Closed	TTR Missed: Yes	41.23
INC000000589086	Reza Sarijlou	None	None	None		TIR Missed: No	0.04
	Network Operations	Michael Ostrander	AGRC	Low	Closed	TTR Missed: No	3.22
INC000000594024	Reza Sarijlou	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000596599	K Kelly Green	Application	None	Postini		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	AGRC	Low	Resolved	TTR Missed: Yes	6.85
INC000000598422	Matt Peters	PC/Laptop	Performance	None		TIR Missed: No	0.12
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: Yes	6.35
INC000000599980	Matt Peters	Application	Error	None		TIR Missed: No	0.15
	Application Services	Ken Ainge	AGRC	Low	Resolved	TTR Missed: No	0.57